

## **ABSTRACT**

A communication arrangement includes a Short Message Service Center (SMS-SC), a permissions facility (such as a customer care facility) to associate permissions and service requests, and a network element configured to receive a Short Message Service message via the SMS-SC. The network element extracts a device identifier from the message, applies the device identifier to locate device status information, and interacts with the facility to determine permissions to apply to service requests originating from the device.